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Februry 29, 2008

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Hinton, WV

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Fax

Dometic/Stericycle and
Keystone RV Company
2670 Executive Drive, STE A
Indianapolis, IN 46241

Dear; Sir's

I recieved a letter form your comoanys on february 23, 2008 telling me about the recall that your companys have on the refrigerators that were put in the recerational vehicles that were manufactured from April 1997 to December of 2003, and I bought a 2003 Montana 5th wheel 2955 RL in November of 2002 at Beaudry R V in Tucson AZ and lived in it then till June of 2003 then we came back to West Virginia for the summer and in November of 2003 we leaded it to go back to Tucson, and we went to Charleston WV for the weekend and when we returned on Monday night we found a note on the door to call the Fire chieft and when I did he ask if I knew that our camper had burned that day that they had been called that it was burning and they had came and got it put out but that it was a total, he also said that they felt that the fire had started in around the refrigerator, burnt bath & Bedroom part of 5th wheel, the next day the 18 day of November 2003 I called GMAC Insurance Co and told them and they sent a adjuster to look at it and he said that it was atotal and that he was going to try to get enough so we could have down payment on another one and we should hear from the company in a week or so, then twq later I got call from the company saying that the Insurance had been canceled and we didn't have any Insurance onit .

At that time I wrote Keystone R V a letter and told them what had happened and that the Fire DEPT had said that they felt that the fire had started in or around the refrigerator and that I would like for them to send someone from their Company to check it out and they did not even answer the letter; If I had not sent cert. Reciept I would not known that they got it. They did nothing or said a thing.

I had it financed thurgh Thor crediet co and had paid 4 0r 5 payments to them and I was told that that they shguld have been told about the Insurance been canceled and they said that they had no record of it but they sued me and I had to take bankruptcy to keep from everthing that I=had, I had alredy lost alot of my personal belongs and things that were in the 5th wheel the Insurance papers that I had were burnt in the fire.

As you can see I have been through a lot on the last 5 years plus I have been hospital several times and would have been better off if I could have been in a warmer climit.

MC
03/10/08
KB

Now as for your recall I still have what is left of the 5th wheel but you can not get any numbers off of the refrigerator as it was burned crispt the only thing left was part of the outside hull & frame and tires. If you can help me any way please do, as some day I hope that I can go back to AZ to live where it is warm the year around

Please help me anyway tou can as I am 67 years old andin bad health and would like to have some years to enjoy in this life.

I am sending you a copy of the letter that I sent Keystone back in 2004 that they did not answer also I tried to call your 1-888-446-5157 and by me not having the model and serial numbers I could not talk to anyone, So please let me hear back from you , I am sending acopy of this to the Administraror, National Highway Traffic Safety Administration 400 Seventh Street,SW, Washington,DC 20590;

Please feel free to call me at anytime as I think that this should have been adressed back when I wrote to keystone in 2004 and I ~~xxxx~~ could have been healthier climat..

Sincerely,



Hinton, WV

PH

Fax

PS, please Help me, If you possible Can. this hasn't left my mind, Because of the fact I had to sell my home, and this Bankruptcy, has really wrecked my nerves, for until this happened, I had a perfect financially Record, which was recorded 2004, this is recorded, I will be expecting to hear from you, before I have to take it or go back to Court, Because I cannot pay for this as I am being sued for Thousands,

Jan. 27. \$485
Cert. Receipt

Jan. 26. 2004

Leadside w/ [redacted]

Key Stone R.V. Co.

Concerning my Montana 2003 Fifth Wheel
29.5 ft Long ID# 4462952334 Two. slides out,
I had traded my 98 Motor Home and 96 Cad Esc
My motor home had problems. I also was afraid
of it, so I got this fifth wheel at Beauty RV Tucson
Arizona. I really enjoyed this Fifth Wheel. I lived
in it all last winter due to my medical
problems with (Lungs in Lung) Spontaneous
Pneumonia. I am very disabled and just about have
to live in warm climate in winter. My home is
in West Virginia. We traded in Oct 26. And stayed
in Arizona all last winter, and moved back to
West Virginia in June 2003. It had approximately
2500 miles. I really loved this Fifth Wheel. I
traded it completely. I had never had anything
like that, it really met our needs. I still
own B2139, \$39,500 on it, it was parked in our
yard. When we left with friend from Fri till Monday
on returning home on Mon. after noon. We found
message from fire Dept. in our door to let us know
to call them they had been called to our
home. on our Fifth wheel was burned up,
My Doc and friend told me the way it was
with talking to fire patrol that the fire started

in the middle of the trailer. Near the step
and had I been in ^{the} Bed room with
my disability. I may not have been
able to come out, fire at the steps
and that danger. I would have a hard
time breaking glass on the exit then
coming out. I just ~~don't~~ know how
I feel really disappointed. for it was the second
trailer I really ever traveled in, I had my
personal belonging, and food and all the things
that we would need in Arizona some gifts.
I really was hurt and still have a problem
with it. please give this your undivided attention
with this problem. I am not angry, But very hurt
for I loved this winter home. Before I can
do anything. I must make sure these expense
are paid, I am 63 yrs. old and live on a fixed
income. I have really suffered. this cold weather
also this fifth wheel is much view of the public
used this is very bad advertisement, and I
haven't discussed this with anyone. Right now
I don't and can't discuss this with ~~anyone~~ anyone
I can't understand this should't have ^{never} been. ever. ^{was work}

Please send one
of your personal investigator
to check this fifth
~~wheel~~ wheel.

Thank you
and May God
bless ~~and~~ guide
you in this
matter,